

DAFTAR PUSTAKA

- Arisandi, Riska; dan Ngatno. 2017. Pengaruh Kualitas Pelayanan Dan Harga Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan Toko Buku Toga Mas Semarang. *Jurnal Administrasi Bisnis Departemen Administrasi Bisnis Universitas Diponegoro*, Hal. 1-11
- Brady, M.K. and Cronin, J.J. 2001. Some New Thoughts on Conceptualizing Perceived Service Quality: A Hierarchical Approach. *The Journal of Marketing* 2001; 65(3): 34 – 49.
- Caruana, A. 2002. Service loyalty: The effects of service quality and the mediating role of customer satisfaction. *European Journal of Marketing*, 36(7/8), 811–828.
- Clemes, M. D., Gan, C., Kao, T, H., and Choong M. 2008. An Empirical Analysis of Customer Satisfaction in International Air Travel. *Innovative Marketing* 2008; 4: 50-62.
- Dominici, G., & Guzzo, R. 2010. Customer satisfaction in the hotel industry: A case study from Sicily. *International Journal of Marketing Studies*, 2(2), 3-12
- Ekinci, Y. 2003. An investigation of the determinants of customer satisfaction. *Tourism Analysis*, 8(2), 193-196.
- Forozia, A., Zadeh, M. S., & Gilani, M. H. 2013. Customer satisfaction in hospitality industry: Middle East tourists at 3 star hotels in Malaysia. *Research Journal of Applied Sciences, Engineering and Technology*, 5 (17), 4329 - 4335.
- Ghozali, Imam. 2013. Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS Regresi. Semarang: Badan Penerbit Universitas Diponegoro.
- Gilbert, G.R. and Veloutsou, C. 2006. “A Cross-Industry Comparison of Customer Satisfaction”. *The Journal of Services Marketing*. Vol. 20 No. 5, pp. 298-308.
- Gray, B. (2004). The relationships between service quality, customer satisfaction and buying intentions in the private hospital industry. *South African Journal of Business Management*, 35(4), 27–37.
- Henriawan, Desam. 2015. Pengaruh Kualitas Pelayanan Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan (Studi Kasus pada Toko Cabang Mufin Wilayah Bandung Timur), *Copetition*, Volume VI, Nomor 2, November 2015, 71 – 82
- Kotler, P., Keller, K. L., Koshy, A., & Jha, M. 2009. *Marketing management: A South Asian perspective* (13th ed.). New Delhi, DL: Pearson Prentice Hall.

- Kusumasasti, Ika; Andarwati; dan HAdiwidjojo, Djumilah. 2017. Pengaruh Kualitas Produk Dan Layanan Terhadap Loyalitas Pelanggan Coffee Shop. *EKOBIS – Ekonomi Bisnis Vol. 22, No. 2, Oktober 2017*: 123 – 129
- Lanka U, Suar D, and Mohapatara PKJ. 2009. Service Quality, Customer Satisfaction and Customer Loyalty in Indian Commercial Banks. *The Journal of Entrepreneur* 18(1): 47-64.
- Liu, Y., Li, Y., Tao, L., & Wang, Y. (2008). Relationship stability, trust and relational risk in marketing channels: Evidence from China. *Industrial Marketing Management*, 37(4), 432-446.
- Mohajerani, P., & Miremadi, A. 2012. Customer satisfaction modeling in hotel industry: A case study of Kish Island in Iran. *International Journal of Marketing Studies*, 4(3), 134-152.
- Mouri, N. 2005. *An Examination of Consumer Value, Satisfaction and Post-Purchase Behavior*. University of Central Florida: Florida.
- Nagata, H., Satoh, Y., Gerrard, S., and Kytömäki, P. 2011. The dimensions that construct the evaluation of service quality in academic libraries. *Performance Measurement and Metrics* 2011; 5 (2): 53 – 65
- Nurchahyo, Rianto; Fitriyani, Annisa; dan Hudda, Irma Nur. 2017. The Influence of Facility and Service Quality towards Customer Satisfaction and Its Impact on Customer Loyalty in Borobudur Hotel in Jakarta. *Binus Business Review*, 8(1), May 2017, 23-29
- Parasuraman, A., Zeithaml, V. A., and Berry, L.L. 1988. SERVQUAL: A Multi-Item Scale for Measuring Consumer Perceptions of the Service Quality. *Journal of Retailing* 1988; 64(1): 12- 40.
- Prajogo, D.I., and Sohal, A.S. 2001. The relationship between TQM practices and innovation performance: a literature review and research framework. *Technovation* 2001; 21(9): 539– 558.
- Sachdev, S. B., and Verma, H. V. 2004. Relative importance of service quality. *Journal of Services Research*, 4(1), 93-116.
- Sugiyono. 2013. *Metodelogi Penelitian Kuantitatif, Kualitatif Dan R&D*. (Bandung: ALFABETA)
- Sugiyono. 2011. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Tan, Q., Oriade, A., and Fallon, P. 2014. Service Quality and Customer Satisfaction in Chinese Fast Food Sector: A Proposal for CFFRSERV. *AHTR* 2014; 2(1): 30-53

- Tjiptono, Fandy. (2012). *Service Management Mewujudkan Layanan Prima*. Yogyakarta: CV Andi Offset.
- Usta, M. , Berezina, K. , & Cobanoglu, C. 2014. The impact of hotel attributes' satisfaction on overall guest satisfaction. *Journal of Service Management*, 6(3), 1-12.
- Wajdi, Farid; Isa, Muzakar, dan Prakoso, Sajiwo. 2018. *Metode Analisis Data Berbasis SPSS. Laboratorium Komputer Pascasarjana*. Universitas Muhammadiyah Surakarta: Surakarta.
- Mangifera, L; Isa, M; Wajdi, MF. Faktor-Faktor yang Mempengaruhi Konsumen Dalam Pemilihan Kuliner di Kawasan Wisata Alam Kemuning. *Jurnal Manajemen Daya Saing*, 2018, 20 (1)
- Wajdi, M.F., dan Isa, M. 2014. Membangun Konsep Modal Manusia yang Berperanan dalam Kinerja Pemasaran Industri Kecil. *Prosiding Seminar Nasional dan Call for Paper: Research Methods And Organizational Studies*, tahun 2014 halaman 452-464
- Wajdi, M.F., Isa, M. Prakoso, S.T. 2018. *Metode analisis data berbasis SPSS*. MUP. Surakarta
- Wajdi, M.F., Mangifera, L., Wahyuddin, M., Isa, M. 2019. Peranan Aspek-Aspek Modal Manusia Pengusaha Terhadap Kinerja Bisnis Ukm, *Jurnal Manajemen Daya Saing*, 2019, 20 (2) pp 104-111
- Isa, M. and Kusmiati. 2013. Competitiveness Model of Bioethanol Industry. *Jurnal Ekonomi Pembangunan Volume 14, Nomor 2, Desember 2013*, hlm. 214-222